

Message: An unexpected error occurred while ray tracing.

Reference Number: **KB-02983**

Last Modified: **April 17, 2023**

The information in this article applies to:



QUESTION

When I try to create a ray trace, I receive one of the following error messages:

"An unexpected error occurred while ray tracing."

OR

"Unable to open ray tracing engine – CPU Ray Tracing disabled for this session."

What does this error mean, and how can I resolve the error so that I can continue ray tracing?





ANSWER

There are a few different reasons for these errors:


- Something plan-specific in the file is stopping the CPU Ray Trace from being able to start.
- Your system is out of date or missing a critical update.
- Something running on the system itself is stopping the CPU Ray Trace process from being able to start.

This means that the first step in troubleshooting is to see if this error occurs in all plans or only specific ones.

To test whether the problem occurs in all plans

1. From the menu, select **File> New Plan**  to start a new empty blank plan file.
2. Select **Build> Wall> Straight Exterior Wall** , then click and drag to create a simple enclosed rectangular structure.
3. Next, navigate to **Build> Cabinet> Base Cabinet** , and click to place a single base cabinet against one of the walls in the plan.
4. Select **3D> Create Perspective View> Full Camera** , then click and drag towards the cabinet in the room to create a camera view.



5. Finally, select **3D> CPU Ray Trace** .

- If this plan ray traces successfully, then you have determined that there is something specific to your earlier file causing the issue with ray tracing.

Please follow the instructions in the "Using the Backup Entire Plan/Layout Tool" resource located in the [Related Articles](#) section below, and attach the plan to a new case in the [Technical Support Center](#) (<https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html>).

- If this plan also will not ray trace successfully without generating the error, then you have determined that there is an issue elsewhere, either with Chief Architect or your system.

The first step in troubleshooting system related issues should be to make sure that your system and Chief Architect are up to date. You can check for updates in Chief Architect by selecting **Help> Download Program Updates** from the menu.

If you are running an older version of Chief Architect, you may want to check to see that you are running on an operating system that your version of Chief Architect is supported on. To learn more, please see the "Chief Architect Minimum System Requirements" resource in the [Related Articles](#) section below.

To bring your system up to date

Installing system updates is not a Chief Architect specific operation so we recommend that if you are using a computer that is maintained by an IT department that you ask them to make sure that your system is up-to-date within the specifications or restrictions that your business or institution require.

Checking for updates can vary based on your operating system. Choose one of the following links to learn how to keep your system up to date.


- [Microsoft Windows \(https://support.microsoft.com/en-us/help/12373/windows-update-faq\)](https://support.microsoft.com/en-us/help/12373/windows-update-faq)
- [Apple macOS \(https://support.apple.com/en-us/HT201541\)](https://support.apple.com/en-us/HT201541)

Troubleshooting for Windows

If you have ensured that your system is up to date, then you can move on to trying the following steps to narrow down what is causing the problem.

Reset TCP/IP or Internet Protocol

The error may be caused by corruption in the TCP/IP stack so resetting your TCP/IP settings may help the issue.

1. Close Chief Architect.
2. On the keyboard, press the **Windows Key**  then type the words: `Command Prompt`
3. Once the Command Prompt application appears in the search results window, right-click on it and choose **Run as administrator**.

If prompted by User Account Control to allow the Command Prompt to make changes, click **Yes**.

4. In the Command Prompt, enter the following command: `netsh int ip reset`
5. Then press the **Enter** key on the keyboard to execute the command.

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19045.2846]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>netsh int ip reset
Resetting Compartment Forwarding, OK!
Resetting Compartment, OK!
Resetting Control Protocol, OK!
Resetting Echo Sequence Request, OK!
Resetting Global, OK!
Resetting Interface, OK!
Resetting Anycast Address, OK!
Resetting Multicast Address, OK!
Resetting Unicast Address, OK!
Resetting Neighbor, OK!
Resetting Path, OK!
Resetting Potential, OK!
Resetting Prefix Policy, OK!
Resetting Proxy Neighbor, OK!
Resetting Route, OK!
Resetting Site Prefix, OK!
Resetting Subinterface, OK!
Resetting Wakeup Pattern, OK!
Resetting Resolve Neighbor, OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , failed.
Access is denied.

Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Resetting , OK!
Restart the computer to complete this action.

C:\Windows\system32>
```


Notice that the Command Prompt output recommends that you restart the computer to complete the network reset. Do NOT do this yet.

6. Open Chief Architect and attempt a CPU Ray Trace again.
 - If you still see the problem, move on to the troubleshooting steps below.
 - If the CPU Ray Trace works, try restarting the computer to make sure it continues

to work. If not, there may be a third party program installed that is making changes to your TCP/IP stack. Consult Microsoft Support or your computer technician to determine which program may be making that change and how best to proceed.

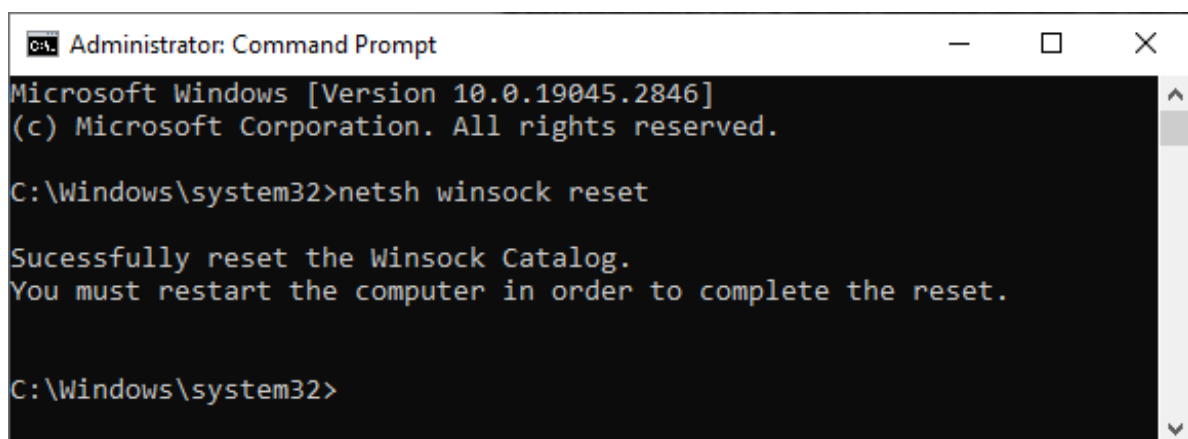
Reset the WinSock Catalog

Sometimes, corruption to the winsock.dll can cause problems when Chief Architect attempts to transfer information about the scene to the ray trace engine. The WinSock library can be reset using the following steps.

1. Close Chief Architect.
2. On the keyboard, press the **Windows Key**  then type the words: `Command Prompt`
3. Once the Command Prompt appears in the search results window, right-click on it and choose **Run as administrator**.

If prompted by User Account Control to allow the Command Prompt to make changes, click **Yes**.

4. In the Command Prompt enter, the following command: `netsh winsock reset`
5. Then press the **Enter** key on the keyboard to execute the command.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19045.2846]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>netsh winsock reset

Sucessfully reset the Winsock Catalog.
You must restart the computer in order to complete the reset.

C:\Windows\system32>
```

Notice that the Command Prompt output recommends that you restart the computer to complete the network reset. Do NOT do this yet.

6. Open Chief Architect and attempt a CPU Ray Trace again.


- If you still see the problem, move on to the troubleshooting steps below.
- If the CPU Ray Trace works, try restarting the computer to make sure it continues to work. If not, there may be a third party program installed that is making changes to your WinSock Catalog. Consult Microsoft Support or your computer technician to determine which program may be making that change and how best to proceed.

Troubleshooting for Mac

There may be a process running in the background on your system which is stopping the information from being sent from Chief Architect to the CPU Ray Trace engine, in which case, you should be able to ensure that this process is disabled by rebooting your system in Safe Mode. Please see this Apple support article for more information: <https://support.apple.com/en-us/HT201262> (<https://support.apple.com/en-us/HT201262>).

ADVANCED TROUBLESHOOTING

Finally, if you continue to experience problems printing after going through all of these steps, please contact our Technical Support department directly, and include all of the following files listed below.

1. If the issue only seems to occur in one particular file, use the **Backup Entire Plan/Layout**  tool to create a folder with a copy of the problem file, along with all referenced files.

See Knowledge Base article: [Using the Backup Entire Plan/Layout Tool](https://www.chiefarchitect.com/support/article/KB-00987/) (<https://www.chiefarchitect.com/support/article/KB-00987/>).



2. Locate and save the program's **MESSAGE LOG** file.

See Knowledge Base article: [Locating the Message Log](https://www.chiefarchitect.com/support/article/KB-02908/)
(<https://www.chiefarchitect.com/support/article/KB-02908/>).

3. Export or save your **SYSTEM INFORMATION**.

See Knowledge Base article: [Retrieving System Information to Send to Technical Support](https://www.chiefarchitect.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html) (<https://www.chiefarchitect.com/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html>).

4. Locate the **RAY TRACER LOG**.

- Select **Edit> Preferences**  if you are on a Windows PC or **Chief Architect> Preferences**  if you are on a Mac.
- On the **FOLDERS** panel, under All Program Paths, click on the **Show** button.
- In the **Program Paths** dialog, select the Hidden User Settings Folder and then click on the **Show in Explorer/Finder** button
- In the folder that displays, open the appropriate **Chief Architect** folder here and look for a text file named "Ray Tracer Log.txt."
- Once you have located the file, right-click on it, select **Copy**, then minimize the window and **Paste** the file onto your Desktop.

5. Sign in to the [Technical Support Center](https://support.chiefarchitect.com/) (<https://support.chiefarchitect.com/>) and create a new support case to send to Technical Support.

See Knowledge Base article: [Using the Technical Support Center](https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html)
(<https://www.chiefarchitect.com/support/article/KB-00717/using-the-technical-support-center.html>).






6. Give the case a short but descriptive title.

In the text of the case, type a detailed description of the problem, including the exact steps that caused the crash or error to occur, if at all possible.

Click the **Browse** button and attach the **PROJECT BACKUP**, **MESSAGE LOG**, **SYSTEM INFORMATION**, and **RAY TRACER LOG** files to your case, then **Submit** it.

Note: Some of the requested information may identify you, as well as specific information about your computer, but it will also help us determine the source of the problem. Please be assured that any files submitted to Chief Architect Technical Support will be used for troubleshooting purposes only.

Related Articles

-  [Locating the Message Log \(/support/article/KB-02908/locating-the-message-log.html\)](/support/article/KB-02908/locating-the-message-log.html)
-  [Message: Unable to Perform Photon Mapping. \(/support/article/KB-03093/message-unable-to-perform-photon-mapping.html\)](/support/article/KB-03093/message-unable-to-perform-photon-mapping.html)
-  [Retrieving System Information to Send to Technical Support \(/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html\)](/support/article/KB-01867/retrieving-system-information-to-send-to-technical-support.html)
-  [Using the Backup Entire Plan/Layout Tool to Send Files to Another User \(/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html\)](/support/article/KB-00987/using-the-backup-entire-plan-layout-tool-to-send-files-to-another-user.html)
-  [Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)



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